

TECHNICAL PROPOSAL INSTRUCTIONS

This Attachment contains detailed instructions for the completion of the Project Narrative (PN).

PLEASE READ EACH SECTION OF THE PN INSTRUCTIONS CAREFULLY.

FORMAT

The format delineated herein must be followed or the PN package will not be accepted.

The text of the PN must be double-spaced with one-inch margins at the top, bottom, right, and left sides. Pages must be numbered. Use the required section headings listed below.

The title, "PART I – PROJECT NARRATIVE," should be centered and the section headings and subheadings should be entered at the left-hand margin.

CONTENT

Content guidelines for the PN are discussed in the following five sections. The content must be concise and relevant. Avoid direct reiteration of statutory or regulatory requirements. The PN must provide a description of the proposed project.

SECTION 1 – STATE SENIOR EMPLOYMENT SERVICES COORDINATION PLAN (SSESCP)

Describe briefly how this PN supports the SSESCP. Describe the activities that will be implemented to support the strategic focuses outlined in the SSESCP.

SECTION 2 – TECHNICAL APPROACH

This section requires information about the operations of the proposed project and the methods and procedures that the project will use to implement them. This section must consist of two subsections. Each is discussed separately below.

- A. **Plan of Action:** Provide a description of each project function or activity. Projects must provide adequate descriptions for the reviewer to ascertain how the project will implement the Senior Community Service Employment Program (SCSEP). The following activities must be discussed separately:

- (1) **20 Code of Federal Regulations (CFR) 641.500 and 641.520, Recruitment and Selection of Participants:** The revised income definitions and income inclusions and exclusions for determining SCSEP eligibility as described in the Training and Employment Guidance Letter (TEGL) 13-04 must be used to determine and document participant eligibility. Indicate how eligibility will be determined and documented. Indicate the methods and resources that will be used to recruit participants. In addition, projects must identify new strategies to recruit participants.

- (2) **20 CFR 641.505, Continued Eligibility for Enrollment in the SCSEP:** Describe the process used annually for certifying participants and action taken on behalf of those found ineligible. Indicate where eligibility records are maintained. **Reminder:** Self-certification of income eligibility is **not** permitted, as described in TEGL 13-04.
- (3) **20 CFR 641.565(b)(ii)(A) and (B), Physical Examinations:** Describe the process for offering physicals to participants. Describe the process for maintaining documentation of those participants who elect to take physicals and those who choose to waive them.
- (4) **20 CFR 641.535(a)(1), Orientation:** Describe participant and host agency orientation procedures for the following:
- (a) Fringe benefits offered to participants;
 - (b) Leave of absence policy, which must state that a leave of absence cannot exceed six months;
 - (c) Process used to zero out participant benefits at the end of each Fiscal Year (FY);
 - (d) Sexual harassment policy;
 - (e) Workplace violence policy;
 - (f) Methods used to notify participants of the grievance policy;
 - (g) Time frame after the participant is enrolled that the “participant orientation” takes place; and
 - (h) Time frame after the selection of the host agency that the “host agency orientation” takes place.

If changes have been made in your participant or host agency operating manuals and procedures (including orientation materials provided to participants and host agencies on policies) since the FY 2005-06 submission, provide a copy of the updated manual/materials as an attachment to the PN.

- (5) **20 CFR 641.535(a)(2), Assessment:** Describe procedures for assessing the job aptitudes, job readiness, and job preferences of participants, as well as their potential for transition into unsubsidized employment. Describe how training and supportive service needs of participants are addressed as part of the assessment process. Identify the steps and frequency of assessments to ensure they are conducted at least twice each year. Attach a copy of your project’s assessment tool.

- (6) **20 CFR 641.535(a)(3), Individual Employment Plan (IEP):** Describe the procedures used to develop a participant's IEP, how often the IEP is updated, and how the participants take part in this process. Attach a copy of your project's IEP.
- (7) **20 CFR 641.535(a)(4), Assignment to Community Service Work-Based Training:** Describe how participants will be assigned to community service work-based training assignments. Include such factors as:
- (a) Types of community service work-based training activities that will be emphasized in assigning participants and how they were chosen.
 - (b) Methods used to match the participant with a community service work-based training assignment.
 - (c) If participants will be placed in community service work-based training assignments involving project administration, an explanation of the difference in wages paid to those participants must be described; the number of participants that will be involved in project administration; and a copy of their assigned training descriptions must be attached to the PN.
 - (d) The process used to recruit and select host agencies for community service work-based training assignments. Identify the types of host agencies to be used.
 - (e) Average number of hours in a participant's work-based training week.
 - (f) Average participant wage paid during work-based training assignments.
 - (g) Procedures for assuring participants are given adequate work-based training supervision.
 - (h) Any rotation policies that limit the amount of time a participant may spend in a community service work-based training assignment.
- (8) **20 CFR 641.535(a)(5), Other Training:** Describe the training that will be provided to participants under Older Worker Bulletin 04-04, which includes the On-the-Job Experience (OJE) Training Option. The California Department of Aging (CDA) **must** approve the OJE Training Option application before a project can implement. Projects may apply for the OJE Training Option as part of the PN.
- (9) **20 CFR 641.535, Supportive Services:** Describe the supportive services that will be offered to help participants acquire and maintain their unsubsidized job. Identify the source(s) of these services and how the project collaborates with other Older Americans Act (OAA) programs offered through the Area Agency on Aging (AAA).

- (10) **Participant Transportation:** Executive Order (EO) 13330, issued by the President on February 24, 2004, mandates that a number of federal agencies, including the Department of Labor (DOL), collaborate to improve mobility, employment opportunities, and access to community services for persons who are transportation disadvantaged. The EO focuses on the provision of transportation access to persons with disabilities, older adults, and persons with low incomes. In view of this mandate, projects are now required to provide information on their efforts to identify solutions for transportation-related issues for SCSEP participants in their state, especially in rural areas.
- (a) Describe how the project will work with the AAA to cosponsor educational sessions to help older and disabled adults learn how to use public transportation through demonstration and instruction and expansion of transportation assistance (errand and escort) programs.
 - (b) Describe the arrangements that will be made to provide transportation assistance to participants. Define the reimbursement rate for transportation.
- (11) **20 CFR 641.545, Placement into Unsubsidized Employment:** Describe the steps that will be taken to move or place participants into unsubsidized employment. Include the cooperative measures that will be taken with the Workforce Investment Act OSCC delivery system in support of this effort and who will be responsible for this implementation. These strategies should support the President's and DOL Employment and Training Administration's focus on high-growth industries,; e.g., health care, information technology, biotechnology, geospatial technology, automotive, retail, advanced manufacturing, construction, transportation, hospitality, financial services, and energy.
- (a) Projects must describe how they will work with local economic development agencies and employers in rural and other areas in their Planning and Service Area (PSA) to increase job opportunities.
 - (b) Projects must identify the high-growth industries within their PSA and how they plan to work with economic development agencies and employers to determine how SCSEP participants can obtain the skills needed to address the labor shortages for industries in their PSA. Applicants in the counties of Alameda, Santa Clara, Ventura, Los Angeles, San Bernardino, Riverside, Orange, and San Diego as well as Los Angeles City, must also describe how they will attempt to work with the California Space Authority (CSA) which is the lead agency in the Workforce Innovation in Regional Development (WIRED) training grant. The CSA WIRED grant is designed to train workers for high-skilled, high-waged jobs throughout the counties listed above. For more information about CSA WIRED visit the CSA website at www.californiaspaceauthority.org.

(12) **20 CFR 641.580, Terminations:** Projects must describe their termination policies for:

- (a) Disciplinary process for cause;
- (b) False information provided by the participant;
- (c) IEP-related termination, which must include the number of job offers and referrals to unsubsidized employment that a participant can refuse to accept;
- (d) Ineligibility due to income at the time of recertification; and
- (e) Incorrect initial eligibility determination by the project.

Provide a copy of the project's policies that outlines the procedures used regarding termination as an attachment to the PN.

(13) **20 CFR 641.910, Applicant, Employee, and Participant Complaint Resolution:**

Describe the system of due process that will be used in cases where an adverse action is contemplated against a participant, in cases where an applicant for enrollment/recertification wishes to dispute an unfavorable determination of eligibility, or when an applicant wishes to file a grievance. Submit a copy of the written explanation of the due process system that is given to each participant as an attachment to the PN.

(14) **Over-Enrollment:** Regardless of whether the project intends to utilize the over-enrollment policy in FY 2006-07, the project must describe how participant over-enrollment will be handled. Describe how participants will be notified of their temporary status and what steps will be taken to ensure that participants understand the nature of the temporary enrollment. Describe the situations in which participants will be utilized for over-enrollment and the anticipated number of participants that will be enrolled should the situation occur.

(15) 20 CFR 641.844, Maintenance of Effort: What steps will the project take to ensure that host agencies understand and comply with the Maintenance of Effort provision? Identify what actions will be taken should the host agency violate this provision.

(16) **Procedures for Payroll and Payment of Workers' Compensation Costs:**

If the process has changed since FY 2004-05, describe how payroll and workers' compensation premiums are paid to participants. Include in this description an estimate of how much will be paid in workers' compensation **claims** for FY 2006-07.

- (17) **Collaboration:** Each project must describe how it collaborates with other entities serving the same PSA; e.g., National SCSEP Grantees, the OSCC delivery system, organizations to maximize opportunities for SCSEP participants to obtain intensive and training services to move into unsubsidized employment, etc.

List the total number and names of Local Workforce Investment Board(s) (LWIB) in the PSA. Provide the name and agency for the Older Worker Representative for each LWIB and identify the total number of executed Memorandums of Understanding (MOU). Describe how MOUs will be established with LWIBs where they do not exist and the timeline for accomplishing such agreements.

- B. **Performance Standards and Reporting Requirements:** Describe plans for implementing the performance standards and reporting requirements for FY 2006-07, including the purchase of computer and Internet access for all local persons who have data entry responsibilities. Describe how existing staff resources will be augmented to meet the increased data collection and reporting needs.

NOTE: DOL intends to migrate the SCSEP Data Collection System (DCS) to the Internet during FY 2006-07. All DCS users will be required to transition to the Internet at that time. This migration will require a high-speed Internet connection for all DCS users. Non-DCS users will be required to capture all data required by the DCS and upload their data to the SCSEP Performance and Results Quarterly Progress Report System (SPARQ) in the required format on a schedule to be developed. Any project that lacks the necessary hardware, Internet connections, or personnel to meet their obligations must make corrections immediately.

Timely reporting of the required data by all projects is not optional. Failure to provide complete and accurate data by the established time limits each quarter is a violation of the terms of CDA's contract and may result in administrative action. The PN must address how projects will accomplish both the mechanics of data collection and reporting and the achievement of the performance goals.

- (1) **Data Collection and Reporting:** Describe the process used to ensure complete, accurate, and timely data collection and reporting. Specifically, each project must indicate:
- (a) How the project will ensure that individuals capturing and recording data are familiar with the latest instructions for data collection, including DOL advisors, such as TEGs, the Data Collection Handbook, Internet postings, etc.
 - (b) How it will ensure that data are submitted timely.
 - (c) Its knowledge of the AAAs legal obligation to enter all required data relating to all participants served during the period covered by its subproject should the subproject not fulfill its contractual obligation.

- (d) How the AAA that contract with subprojects to provide SCSEP services will ensure that said subprojects will be legally obligated to turn over complete hard copy files as well as data files in the specified electronic format to the AAA at the time that the subproject ceases to administer the SCSEP program.
- (e) How the AAA will ensure a new subproject will understand its legal obligation to enter data into SPARQ.
- (f) How a project that is a non-DCS user will ensure that data are uploaded to SPARQ in accordance with DOL's requirements.

- (2) **Performance Measures:** The OAA and the SCSEP regulations mandated performance measures. As a result, DOL has established for California and its projects the following FY 2006-07 performance goals:

FY 2006-07	
Performance Measures	DOL Established Goals
1. Unsubsidized Placement Rate	27%
2. Service Level	162%
3. Community Service Hours	Not established for FY 2006-07
4. Retention Rate	76%
5. Service To Most In Need	72%
6. Customer Satisfaction - Employer	Not established for FY 2006-07
Customer Satisfaction - Participant	Not established for FY 2006-07
Customer Satisfaction - Host Agency	Not established for FY 2006-07
7. Common Measures Earnings Gain 1	Not established for FY 2006-07
8. Common Measures Earnings Gain 2	Not established for FY 2006-07
9. Common Measures Entered Employment Rate	Not established for FY 2006-07

Each project must submit a Corrective Action Plan as part of this PN describing the actions that will be taken to achieve the FY 2006-07 performance goals if the project did not achieve the established performance goals for FY 2005-06.

SECTION 3 – PROGRAM ADMINISTRATION

- A. **Organizational Structure:** Describe the organizational structure of the project, including an explanation of the mission and function of each unit connected with the project. Provide an organizational chart, which identifies staff and participants assigned to administer the program and the percent of time dedicated as an attachment to the PN.
- B. **20 CFR 641.861, Subproject Management:** Describe the Request for Proposal process used by the AAA to select a local service provider to administer the SCSEP.

- C. **Training of AAA and Subproject Staff:** Describe the training that will be provided to increase the skills, knowledge, and abilities of AAA and subproject staff. Include how the AAA will keep subproject staff informed of all significant policy, program, data collection, and performance developments and directives for which the AAA is accountable. Where applicable, include a description for proposed training with dates and content for AAA staff and subproject staff.
- D. **Subproject Monitoring:** When the AAA contracts with a provider to administer SCSEP services, explain the methods and procedures used to monitor and evaluate the subproject's activities to determine whether the program is being administered in accordance with federal guidelines and regulations and whether program goals and timetables are being met. Respond to the following issues:
- (1) Frequency of monitoring/evaluation visits to subprojects;
 - (2) Person(s) responsible for monitoring and evaluation;
 - (3) Criteria used to monitor and evaluate subproject activities;
 - (4) Methods for prescribing remedial action when necessary;
 - (5) Follow-up procedures to ensure that any identified problem has been remedied; and
 - (6) Validation of subproject reports.
- E. **Subproject Financial Monitoring:** Describe how the financial management system of subprojects will be monitored. The following issues should be addressed:
- (1) Person(s) responsible for monitoring subproject expenditures;
 - (2) Frequency of monitoring subproject expenditures;
 - (3) Follow-up procedures to be used; and
 - (4) Validation of financial reports.
- F. **File Maintenance:** Describe how files are maintained for privacy, how they are set up, and whether they are electronic or hard copy files. Include a description of:
- (1) How the project will ensure that participant files are maintained for three (3) program years after the program year in which all follow-up activity for a participant has been completed;
 - (2) How personnel records are protected to avoid identity theft and other violations of personal information;

- (3) Specific steps to assure that participant records are securely stored and access is limited to appropriate staff; and
 - (4) Measures that will be taken to protect the electronic storage and retrieval of personnel information.
- G. **Audits:** Provide dates, possible audit firms, and selection procedures for future audits. Projects must list the most recent available audit reports. Include the name of the audit firm and the date. Projects should be able to provide the documents if requested by CDA

SECTION 4 – CONTINGENCY PLAN FOR PARTICIPANTS

Describe the process to transfer/transition active participants to a new project if a project loses all or several of their positions, or should the project decide not to renew its contract. In this section, please address the following issues:

- A. **Communication:** Describe how and when the participants will be notified and
- (1) How the project will ensure that positive communications are presented to participants regarding the transition.
- B. **Participants:** Describe efforts to place program participants into other employment and training opportunities, and
- (1) Procedures for reassuring participants who are concerned about the transition process;
 - (2) Services that will be provided to ease the transition; and
 - (3) How final payroll payments will be made.
- C. **Records:** Describe how records, if appropriate, will be turned over to the new grantee.
- D. **Inventory:** Describe the process to conduct a property inventory and plan to dispose or transfer all equipment purchased during the contract period.

By accepting this grant, the project agrees to carry out the transition plan, should that be necessary.